

# Omar Acoume

## Customer Care Representative

I'm an energetic, ambitious person who has developed a mature and responsible approach to any task that I undertake, or situation that I'm presented with. As a university student, I'm excellent in working with others and get the job done on time with excellence no matter how hard the situation is.



✉ omarakoum96@gmail.com

📞 71402899

📍 Saida, Lebanon

## EDUCATION

### Education

Lebanese International University

02/2022 - Present

#### Courses

- Business Administration in Marketing

## SKILLS

Multitasking

Collaboration talent

Works under pressure

Communication skills

Problem solving ability

## WORK EXPERIENCE

### Customer Care Agent

Kyveli

11/2021 - 04/2022

Beirut

#### Achievements/Tasks

- Respond to clients via all social media platforms
- Prepared orders for all clients
- Solved all customer's complains via chat and calls

### Assistant Pharmacist

Al-Razi Pharmacy

01/2020 - 02/2021

Saida

#### Achievements/Tasks

- Negotiating and building strong business relationships with suppliers
- Managing day-to-day operations of the pharmacy
- Receiving delivered pharmacy products and verifying that the correct items and quantities have been delivered
- Resolving customer complaints regarding customer service
- Identifying strategies to retain and attract customer
- Observed proper medication distribution protocols under pharmacist supervision

## LANGUAGES

Arabic

Full Professional Proficiency

English

Full Professional Proficiency

French

Professional Working Proficiency

## INTERESTS

Marketing

Photography

Video Games

Swimming

Table Tennis

### Waiter

Resto-Café Yamaha Garden

04/2019 - 11/2019

Saida

#### Achievements/Tasks

- Greeting and serving customers with a smile
- Providing detailed information on menus
- Multitasking various front of the house duties and collecting the bill
- Delivering food from the kitchen to the guests
- Ensuring the food order is made correctly by kitchen and staff